



Jobs For Valley Youth

Job Skills Workshop Manual



The City of Scottsdale
Youth and Family Services



Jobs For Valley Youth (JVY)

A youth employment program started by Greater Phoenix Leadership and Valley of the Sun United Way in 1993 and currently sponsored by Communities In Schools of AZ

Contact

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Objective/Goal

to assist youth ages 16-21 in preparing for and finding employment

Two Ways to Participate:

1. Workshops

Two hour classes designed to provide information and tips for job seeking as well as to suggest possible job prospects.

2. Job fairs

Held only in May. Employers set up booths at several different locations Youth attend and have the opportunity to meet with several different employers all in the same day.

Program requirements:

- ✓ 16 to 21 years of age
- ✓ Meet Form I-9 requirements
- ✓ Possibly complete a drug screening for employers

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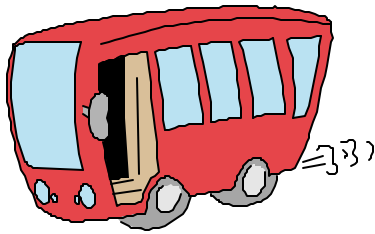
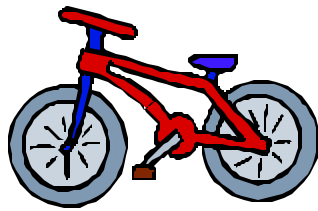
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Knowing Yourself



Are You Ready to Work??

How do you plan to get there?



When are you available??



Day	Yes ✓	No ✓	Hours
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

who are you?

What Are Your Top Five Workplace Characteristics

what do you like?

- _____ **Trustworthiness** - stands by his or her commitments, honest, open and ethical in relationships with others, keeps confidences; exhibits personal integrity
- _____ **Respect** - seeks the opinions of others to ensure results, listens and acknowledges the viewpoint of others, treats others with respect and dignity to maintain a positive working environment
- _____ **Responsibility** - is accountable for quality of work, provides accurate and timely service, accepts ownership of projects and follows through to completion, manages time and assignments well
- _____ **Caring** - Exhibits empathy and concern in relationships with fellow employees, customers, and others, builds positive relationships with customers, shares (knowledge, time, expertise, etc.) to help others succeed
- _____ **Boss relationships** - responds and relates well to bosses, is comfortable with being guided and coached
- _____ **Composure** - is cool under pressure, does not become defensive or irritated when times are tough, is considered mature, can handle stress, is confident
- _____ **Conflict management** - good at focused listening, can find common ground and get cooperation
- _____ **Creativity** - suggests new and unique ideas, tends to be seen as original
- _____ **Customer Focus** - is dedicated to meeting the expectations and requirements of customers, acts with customers in mind, gains trust and respect of customers
- _____ **Managing Diversity** - manages all kinds of people equitably
- _____ **Humor** - has a positive and constructive sense of humor, can laugh at him/herself and with others, is appropriately funny and can use humor to ease tension
- _____ **Listening** - practices attentive and active listening, has the patience to hear people out, can accurately restate the opinions of others even when she/he disagrees
- _____ **Perseverance** - pursues everything with energy, drive and a need to finish, seldom gives up especially in the face of resistance or setbacks
- _____ **Problem solving** - uses logic to solve difficult problems with effective solutions
- _____ **Team player** - contributes to group effort, communicates ideas and can persuade others, is capable of negotiating toward agreement

KNOW YOUR PERSONALITY TYPE

REALISTIC

- Likes to work with animals, tools, or machines; generally avoids social activities like teaching, healing, and informing others;
- Has good skills in working with tools, mechanical or electrical drawings, machines, or plants and animals;
- Values practical things you can see, touch, and use like plants and animals, tools, equipment, or machines; and
- Sees self as practical, mechanical, and realistic.

Would this person be more interested in becoming a librarian, a mechanic or a bank teller?

INVESTIGATIVE

- Likes to study and solve math or science problems; generally avoids leading, selling, or persuading people;
- Is good at understanding and solving science and math problems;
- Values science; and
- Sees self as precise, scientific, and intellectual.

Would this person be more interested in becoming a forest ranger, a singer or a doctor?

ARTISTIC

- Likes to do creative activities like art, drama, crafts, dance, music, or creative writing; generally avoids highly ordered or repetitive activities;
- Has good artistic abilities -- in creative writing, drama, crafts, music, or art;
- Values the creative arts -- like drama, music, art, or the works of creative writers; and
- Sees self as expressive, original, and independent.

Would this person be more interested in becoming a graphic designer, a teacher or a pharmacist?

SOCIAL

- Likes to do things to help people -- like, teaching, nursing, or giving first aid, providing information; generally avoids using machines, tools, or animals to achieve a goal;
- Is good at teaching, counseling, nursing, or giving information;
- Values helping people and solving social problems; and
- Sees self as helpful, friendly, and trustworthy.

Would this person be more interested in becoming a counselor, a rancher or a writer?

ENTERPRISING

- Likes to lead and persuade people, and to sell things and ideas; generally avoids activities that require careful observation and scientific, analytical thinking;
- Is good at leading people and selling things or ideas;
- Values success in politics, leadership, or business; and
- Sees self as energetic, ambitious, and sociable.

Would this person be more interested in becoming a clothes designer, a lawyer or a bus driver?

CONVENTIONAL

- Likes to work with numbers, records, or machines in a set, orderly way; generally avoids ambiguous, unstructured activities;
- Is good at working with written records and numbers in a systematic, orderly way;
- Values success in business; and
- Sees self as orderly, and good at following a set plan.

Would this person be more interested in becoming a bank teller, a scientist or a cosmetologist?

Student Job Search

Circle jobs that are appropriate for 16-18 year old students.

Put a \$ next to the one that you think pays the most

Put an * next to the one that provides experiences other employers seek

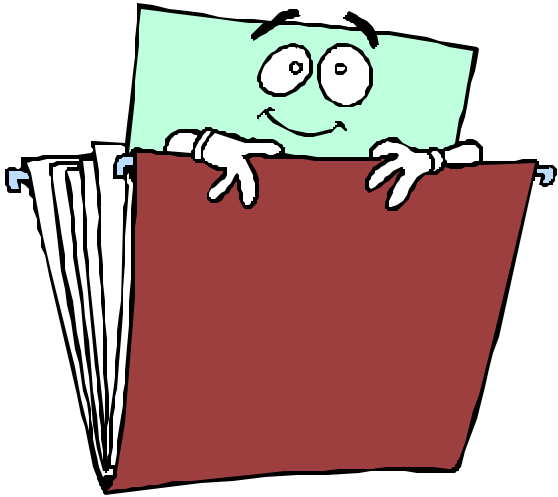
Retail
Call Center
Janitor
Server
Receptionist
Caregiver
Landscaper
DATA ENTRY
Sales / Marketing
Administrative Assistant
Lot Attendant
Fast Food
Baggage Handler
Day Care Attendant
Truck Loader
Drycleaner Counter
Busser
Domestic Help
Dishwasher
Babysitting
Security
Accounting
Front Desk
Dietary Aide
Driver
Production Associates
Hair Stylist
Host / Hostess
Telemarketing - Inbound and Outbound
Construction
Computers
Engineer
Personal Secretary
Housecleaner
Nurse
BANK TELLER
Mechanic
LINE COOK
Warehouse Associates

Job Skill Overlap

Compare the types of skills needed for each of these jobs.

Volunteering at library	Fast food	Nursing

PORTFOLIOS



What are they?

A job hunting tool that gives employers a complete picture of who you are.

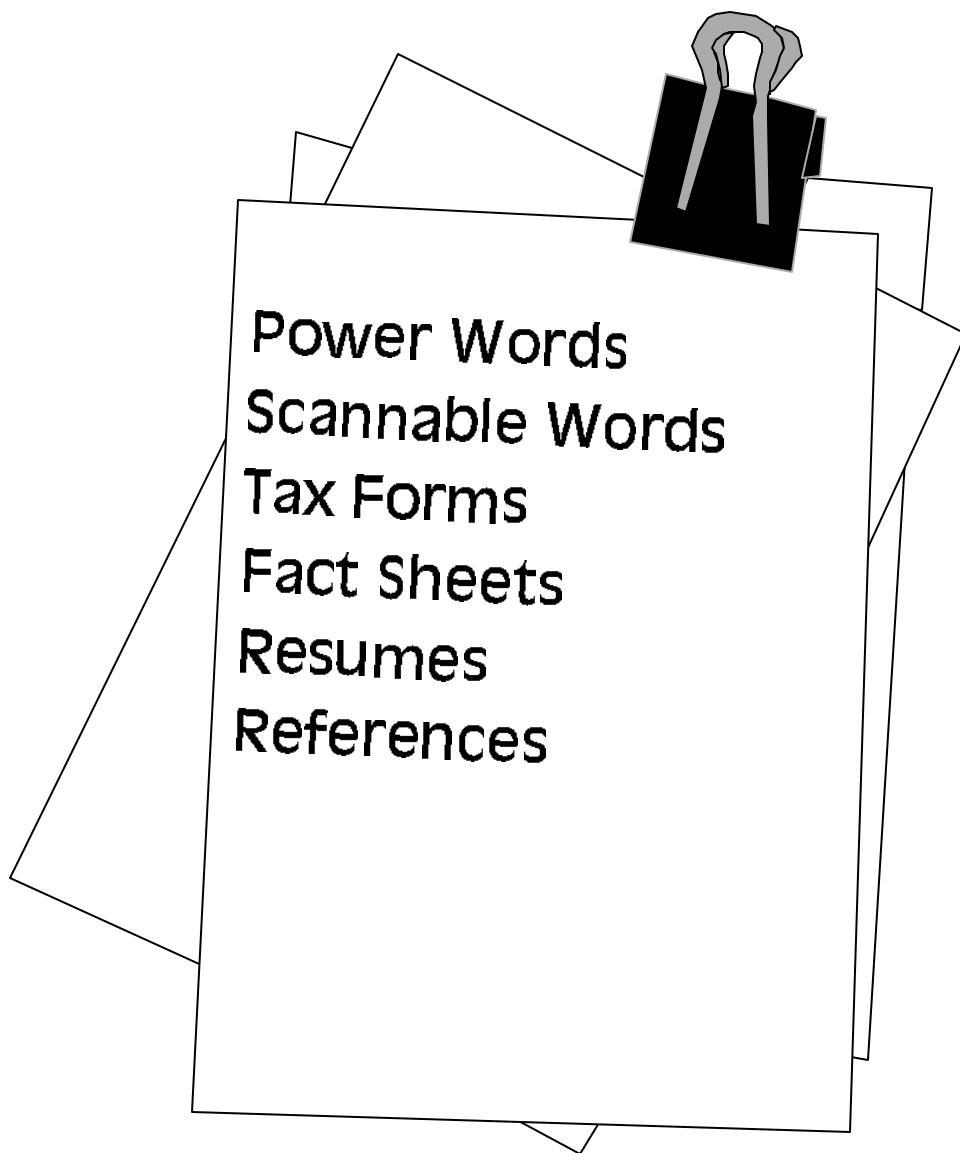
Necessary Materials:

- ☆ 3 ring binder
- ☆ plastic page covers

What is Included:

- ✓ Copy of your resume
- ✓ Fact sheet listing your skills and what you like to do - Top 5 skills and traits above with personality strengths
- ✓ Certificates
- ✓ Awards
- ✓ Samples of your writing
- ✓ Letters of recommendation
- ✓ Event programs (i.e. plays you have been in)
- ✓ Thank you notes written to you
- ✓ Newspaper articles mentioning you
- ✓ Documentation of computer skills
- ✓ Transcripts
- ✓ Professional certifications
- ✓ References

Applications and Forms





**Jobs For Valley Youth
Sample Application
An Equal Opportunity Employer**

In order to be considered for employment through the Jobs for Valley Youth (JVY) Program, you must be 16-21 years of age. JVY does NOT guarantee that you will be employed. Please fill out the application neatly, in print and with black ink.

Name: Michael Eugene Jones Date: 2/1/03
(last) (first) (middle initial)
 Social Security No.: _____
 Home Address: 407 N 12th City: Phx State: AZ Zip: 85206
 Phone Numbers: _____
(home) (cell/pager) (other)

Do you have a valid Arizona Driver's License? Yes ☒ No ☐
 Are you Legally authorized to work in the U.S.? Yes ☒ No ☐
 Are you between the ages of 16-21? Yes ☒ No ☐ Age _____
 Have you ever been convicted of a crime? Yes ☒ No ☒
 If yes, please describe offense, location, date, and disposition: _____

Education and Training

SCHOOL	NAME AND ADDRESS OF SCHOOL	COURSE OF STUDY	DID YOU GRADUATE?	DIPLOMA, CERTIFICATE, or GED
High School	<u>South Mountain</u>		Yes <input type="checkbox"/> No <input type="checkbox"/>	
College			Yes <input type="checkbox"/> No <input type="checkbox"/>	
College			Yes <input type="checkbox"/> No <input type="checkbox"/>	
Other			Yes <input type="checkbox"/> No <input type="checkbox"/>	

Special awards, classes, or projects: _____

Availability

Are you available for . . .
 Full-time jobs Yes ☐ No ☐
 Part-time Jobs Yes ☐ No ☐
 Temporary jobs Yes ☐ No ☐
 If hired, when can you start? Whenever

Military

(complete this section only if you have served in the United States Armed Forces)

Branch _____
 Activity Duty Dates _____
 Duties and Special Training _____

Skills

☐ Typing _____ wpm ☐ Data Entry _____ wpm ☐ Foreign Language: _____
☐ Shorthand _____ wpm ☐ Speak ☐ Read ☐ Write
☐ Calculator/Adding Machine by touch? Yes ☐ No ☐ Third Language: _____
☐ Computer Skills: ☐ Speak ☐ Read ☐ Write
☐ Word Processing _____ ☐ Carpentry ☐ Welding (type): _____
☐ Spreadsheet _____ ☐ Heavy Equipment (type): _____
☐ Internet _____ ☐ Truck Driver (type): _____
☐ Other _____ ☐ Other Applicable Skills: (describe) _____

Employment Record (Start with most recent employer. Fill out completely. DO NOT USE "refer to resume" as a description of responsibilities.)

Company Name <u>Burger Barn</u>		Telephone
Address (including city, state, and zip) <u>16th St + Osborn Phx</u>		Employment Dates (mm/yyyy) From <u>2/02</u> To <u>2/02</u>
Name of Supervisor	Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities <u>cooking</u>		Reason For Leaving <u>quit</u>

Company Name <u>Hamburger Haven</u>		Telephone
Address (including city, state, and zip)		Employment Dates (mm/yyyy) From <u>5/02</u> To <u>8/02</u>
Name of Supervisor <u>Bruce</u>	Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities <u>fix food + clean up</u>		Reason For Leaving <u>manager problems</u>

Company Name		Telephone
Address (including city, state, and zip)		Employment Dates (mm/yyyy) From To
Name of Supervisor	Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities		Reason For Leaving

References (List three references other than relatives or former employees.)

Name: Joe Address: _____ Phone: _____

Name: _____ Address: _____ Phone: _____

Name: _____ Address: _____ Phone: _____

I certify that all the information that I have provided on this application for purposes of seeking employment is true and correct. I understand that the educational institutions I attended and former employers may be contacted for purposes of verifying the information I have provided and acquiring additional information. I further understand that any misrepresentation of facts made by me will be cause for dismissal.

Mike Jones
Applicant Signature

2/1/03
Date



**Jobs For Valley Youth
Sample Application
An Equal Opportunity Employer**

In order to be considered for employment through the Jobs for Valley Youth (JVY) Program, you must be 16-21 years of age. JVY does NOT guarantee that you will be employed. Please fill out the application neatly, in print and with black ink.

Date: 2/1/03

Name: Gomez Veronica E
(last) (first) (middle initial)

Social Security No.: 501-11-0011

Home Address: 2401 W. Moore St. City: Phoenix State: AZ Zip: 85003

Phone Numbers: 602-232-5468 602-549-9877 none
(home) (cell/pager) (other)

Do you have a valid Arizona Driver's License? Yes ☒ No ☐

Are you Legally authorized to work in the U.S.? Yes ☒ No ☐

Are you between the ages of 16-21? Yes ☒ No ☐ Age 16

Have you ever been convicted of a crime? Yes ☐ No ☒

If yes, please describe offense, location, date, and disposition: _____

Education and Training

SCHOOL	NAME AND ADDRESS OF SCHOOL	COURSE OF STUDY	DID YOU GRADUATE?	DIPLOMA, CERTIFICATE, or GED
High School	<u>Central High School</u> <u>85 N Central Ave, Phx</u>	<u>general</u>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
College			Yes <input type="checkbox"/> No <input type="checkbox"/>	
College			Yes <input type="checkbox"/> No <input type="checkbox"/>	
Other			Yes <input type="checkbox"/> No <input type="checkbox"/>	

Special awards, classes, or projects: Journalism

Availability

Are you available for ...

Full-time jobs Yes ☐ No ☒

Part-time Jobs Yes ☒ No ☐

Temporary jobs Yes ☒ No ☐

If hired, when can you start? ASAP

Military

(complete this section only if you have served in the United States Armed Forces)

Branch N/A

Activity Duty Dates N/A

Duties and Special Training N/A

Skills

☒ Typing 50 wpm ☐ Data Entry _____ wpm ☒ Foreign Language: Spanish

☐ Shorthand _____ wpm ☒ Speak ☒ Read ☒ Write

☐ Calculator/Adding Machine by touch? Yes ☐ No ☐ Third Language: _____

☒ Computer Skills: ☐ Speak ☐ Read ☐ Write

☒ Word Processing Word ☐ Carpentry ☐ Welding (type): _____

☒ Spreadsheet Excel ☐ Heavy Equipment (type): _____

☐ Internet _____ ☐ Truck Driver (type): _____

☒ Other Access ☐ Other Applicable Skills: (describe) _____

Employment Record (Start with most recent employer. Fill out completely. DO NOT USE "refer to resume" as a description of responsibilities.)

Company Name <u>Dillards Department Store</u>	Telephone <u>(602) 277-0546</u>
Address (including city, state, and zip) <u>3033 N 3rd Ave., Phoenix, AZ 85006</u>	Employment Dates (mm/yyyy) From <u>3/02</u> To <u>01/03</u>
Name of Supervisor <u>Jan Jones</u>	Hourly Rate of Pay Start <u>\$5.50</u> Final <u>\$5.50</u>
Job Title and Responsibilities <u>customer service, cash handling, sales associate - display setup</u>	Reason For Leaving <u>School conflict</u>

Company Name <u>Boys + Girls Club of Metro Phoenix</u>	Telephone <u>(602) 389-4459</u>
Address (including city, state, and zip) <u>1330 N 15th St., Phoenix, AZ 85008</u>	Employment Dates (mm/yyyy) From <u>6/02</u> To <u>8/02</u>
Name of Supervisor <u>Don Taylor</u>	Hourly Rate of Pay Start Final <u>volunteer</u>
Job Title and Responsibilities <u>led small group activities recreation assistant - set up for activities</u>	Reason For Leaving <u>Summer position</u>

Company Name	Telephone
Address (including city, state, and zip)	Employment Dates (mm/yyyy) From To
Name of Supervisor Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities	Reason For Leaving

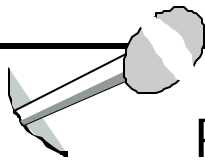
References (List three references other than relatives or former employees.)

Name: Laura Smith Address: 1275 S. 7th St., Phx, AZ 85004 Phone: 602-241-8955
 Name: James Carter Address: 17 W. Oregon, Tempe AZ 85283 Phone: (480) 694-7743
 Name: Mindy Turner Address: 940 N 16th Ave, Phx, AZ 85009 Phone: (602) 337-8770

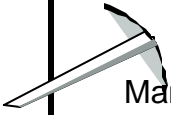
I certify that all the information that I have provided on this application for purposes of seeking employment is true and correct. I understand that the educational institutions I attended and former employers may be contacted for purposes of verifying the information I have provided and acquiring additional information. I further understand that any misrepresentation of facts made by me will be cause for dismissal.

Veronica Gomez
Applicant Signature

2/1/03
Date



POWER WORDS



Many times on an application and in an interview, it is not just what you say but how well you say it. Using more complex synonyms for words that you would use in everyday language can help you make a good impression. Here are some good words that may apply to skills or tasks you have previously completed.

Simple Word	Power Words
Help	Assist Support Aid
Make	Generate Create Design Implement Produce Build Compile Assemble Develop Produce
Organize	Coordinate Prepare Maintain File
Hand Out	Distribute Disseminate
Write	Compose Record Summarize
Add	Calculate
Set Up	Arrange

BE SURE YOU UNDERSTAND THE MEANING AND KNOW THE CORRECT SPELLING OF THE WORDS YOU CHOOSE TO USE!

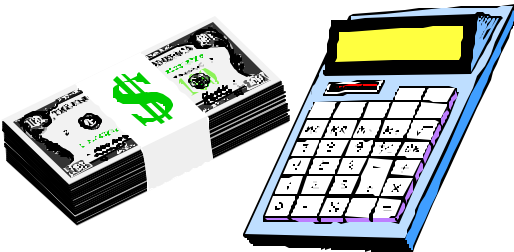
KEY WORDS FOR SCANNABLE RESUMES

In today's world, many companies are taking advantage of technology by using scanners as the first filtering method for applications. Scanners are programmed to "look for" certain words that describe the types of skills needed for a certain position. It is important for the word or phrase to be written exactly the way the scanner was programmed. Here is a list of some Key Words that are commonly searched for today.

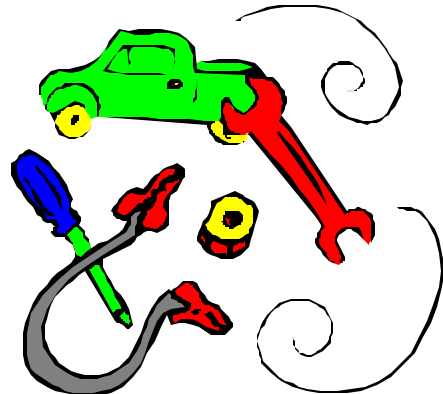
Computer Skills
Access
Excel
Word
Publisher
Customer Service
Phone Experience
Cash Handling
Machine Operation
Painting
Assembly

Child Care
First Aid
Typing
Retail Sales
Janitorial
Carpentry
Accounting
Auto Mechanics
Cleaning
Team Player
Organizational Skills

What key words would apply to a bank teller position?



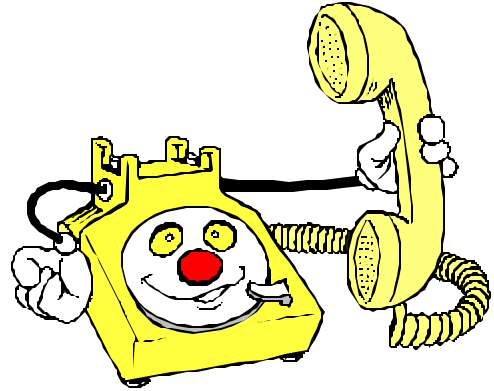
What key words would apply to a mechanic position?



Follow-Up

☆ When dropping off an application:

- ✓ Ask if they are hiring
- ✓ Ask who will be doing the hiring, and for a business card if available
- ✓ Ask when you might hear from them



☆ After dropping off an application:

- ✓ If you have not heard from the company in a week, call back, ask for the person in charge of hiring and ask about the status of your application
- ✓ Ask when you might hear from them
- ✓ Some possible questions are:
 - "Are you still considering applicants for the _____ position?"
 - "Have you had a chance to look over my application and if so, do you have any additional questions?"
 - "Do you know when you might be making a decision about who you will be hiring?"

Application Tips

- ◆ Bring Your Jobs For Valley Youth Fact Sheet
- ◆ Fill out completely
- ◆ Print Neatly
- ◆ Use Black Ink
- ◆ Make Sure Spelling is Correct
- ◆ Sign Your Full Name
- ◆ Turn in Unfolded and Unwrinkled

Name
Street Address
City, State Zip
Phone Number with Area Code
Email Address

OBJECTIVE:

Specific, brief and clear description about your goals and how they relate to the job/company you are applying to. Can be general or specific.

HONORS / AWARDS: list any scholarships, club officer positions, academic awards, such as honor roll, or any other awards that you may have received.

EDUCATION:

List most recent degree first, school, major (if applicable), and date of graduation or expected graduation.

EXPERIENCE:

List your job title, name of organization, dates of employment, and description of your duties, including the variety of assignments, amount of responsibility, and special accomplishments.

REFERENCES:

State "Available upon request"

OR

Give names, titles, business mailing addresses, and telephone numbers of three references. Do not use relatives or employers.

Use 1 inch margins and Arial or Times New Roman font size 11 or 12.

John Doe
1212 North Central Ave.
Anywhere, Arizona 85000
(602) 123-4567
johndoe@jvy.com

OBJECTIVE:

To obtain a part-time job that allows me to gain experience in sales.

HONORS / AWARDS:

Deans List	2002
Maricopa Community Colleges Scholarship	2003

EDUCATION:

Mesa Community College Mesa, AZ	September 2003 – present
Valley High School Tempe, AZ	May 2002

WORK EXPERIENCE:

Sam Goody's Phoenix, AZ
Customer Service Representative March 2002 – present

- Assist customers with finding merchandise
- Cash handling
- Promote and sell merchandise

Burger King Phoenix, AZ
Cashier January 2001 – February 2002

- Cash handling
- Provided quick and friendly service
- Gathered food needed for orders

VOLUNTEER EXPERIENCE:

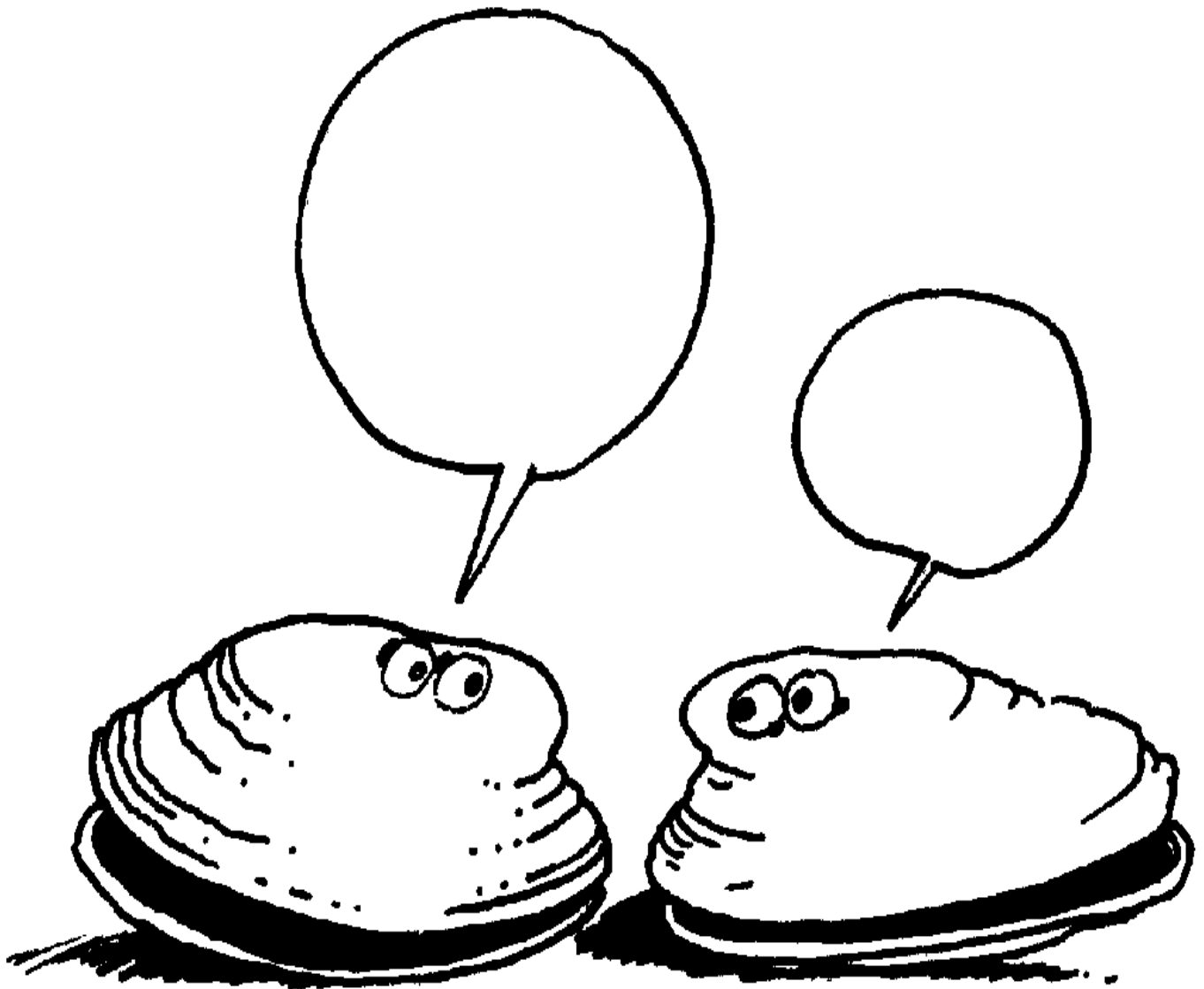
Boys and Girls Club Phoenix, AZ
After School Aid September 2000 – June 2001

- Assisted with after school program for elementary school children
- Demonstrated activities to the children
- Prepared and gathered materials for activities

REFERENCES:

Available upon request

Communication



#1 Skill In Demand Communication

**There are two main types of communication,
both of which are important when looking for a job.**

Written Communication

1. Knowing proper email etiquette.
2. Using proper grammar, spelling, and punctuation in any thing you write for an employer including filling in applications.
3. For writing thank you notes.

Thank you Note Do's and Don'ts

- ✓ Always use "Mr." or "Ms." _____ : in the salutation.
- ✓ Check (and double check) spelling and grammar.
- ✓ Type or neatly hand write the letter.
- ✓ Sign off with "Sincerely,".
- ✓ When addressing the envelope use the same information as you would in a typed letter heading. (Be sure their title is exactly the same as on the business card.)

<p>Bridget Davis 1500 W. Willow Dr. Mesa, Arizona 85210</p> <p>Jessica Smith Store Manager Contempo Casuals 2000 Fiesta Mall Blvd. Mesa, Arizona 75210</p> <p>March 3, 2003</p> <p>Dear Ms. Smith:</p> <p>Thank you for your consideration of my skills and experience for your Sales Associate position. I enjoyed meeting with you and learning more about Contempo Casuals.</p> <p>I am very interested in the position and look forward to hearing from you. Please call me if you have any additional questions.</p> <p>Sincerely, Bridget Davis Bridget Davis</p>	<p>March 3, 2003</p> <p>Dear Mr. Frost,</p> <p>Thank you for taking the time to interview me for the Front Office Receptionist position with your company.</p> <p>I enjoyed meeting with you and learning more about the history of Sun State Oil. Volunteering at the Emergency Room has given me valuable experience with computers, phones, and the public.</p> <p>Thank you again for your time. I look forward to hearing from you soon.</p> <p>Sincerely, Sally Hills</p>
--	--

Verbal Communication

There are three parts of Verbal Communication.

1. Speaking

Establishing rapport through small talk, conversation, asking proper questions, and rephrasing words that are too casual or slang (i.e., "Whassup?"; "And she was like, go ahead and call that lady."; "It don't matter, we don't do it that way here.")

2. Listening

Pay close attention. Ask questions for clarification. Remember names. Look a person in the eye when listening. Don't get distracted by other things or thoughts.

3. Body Language

Be alert and interested. Smile. Dress appropriately. Shake hands firmly while looking at the other person. Do NOT glare, roll your eyes, slouch or cross your arms.

Other Important Skills

Phone Etiquette

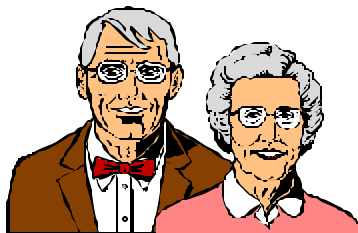
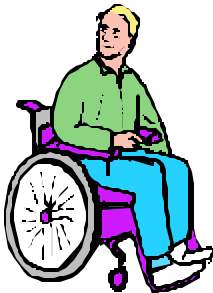
Make sure that it is quiet. Speak clearly and loud enough to be understood. Do not eat. Use good grammar. Smile. Have a pen and paper handy to take notes on. Have professional message on answering machine. Thank the employer at the end of the conversation. Return calls promptly

Customer Service

55% of face-to-face customer service consists of body language and appearance, while 45% consists of speaking. Good customer service is important in almost any job.

What would you say?

If you were in a customer service situation, how would you address each of these people and begin a conversation?



Grammar Offenses

What is wrong with each of these sentences?

1. Me and my friends went to the movies.
2. Her and my sister are friends.
3. The dishwasher was ran last night.
4. I was like "How's it going?"
5. "Excape," "ascared," "acrost," "Heith"
6. "ABS" system," "ATM machine", and "PIN number"
7. The team are playing at home. The office are having a party. The family are moving to a new house.
8. It ain't did me no good.

Telephone Etiquette

Good telephone skills are extremely important when speaking with prospective employers. What you say, and how you say it make an impression on the employer.



Here are some helpful hints on how to make that impression a positive one.

- ✓ When calling an employer, make sure you are in a **QUIET** place (Avoid TV, stereo, loud people, etc.)
- ✓ **NEVER EAT** or **CHEW** gum
- ✓ Make sure that you are **SPEAKING CLEARLY**, and loud enough to be heard
- ✓ **AVOID SLANG** and use **GOOD GRAMMAR**
- ✓ Sound **PROFESSIONAL** and **ENTHUSIASTIC** about the opportunity
- ✓ **SMILE** when speaking
- ✓ Have a **PENCIL** and **PAPER** ready to take notes on important information (ex. dates and times of interviews, contact names, location and directions)
- ✓ When asking for the person you wish to speak with be sure to address the person **APPROPRIATELY**
- ✓ End the conversation on a **CHEERFUL** note and **THANK** the employer
- ✓ When leaving a message on an answering machine or voice mail be sure to include your **FULL NAME**, **TELEPHONE NUMBER**, **REASON** that you are calling, and a good **TIME** to reach you
- ✓ When expecting calls from potential employers make sure that you have a **POLITE, PROFESSIONAL OUTGOING MESSAGE**
- ✓ If you list your pager number as your contact number, be sure to **RETURN CALLS PROMPTLY**
- ✓ Remember to use your **PHONE ETIQUETTE** when answering a **CELL PHONE**

Practice Scenarios (What would you say?)

1. What exactly would you say if you called and got the employers voice mail or message machine?
2. What would you say if you called the employer and a receptionist answered?
3. What would you say to an employer after you had your interview and you are calling to follow up to find out if you were hired?

Interviewing



Preparing for the Interview

1. Know Yourself

- Before the interview review in your mind previous work, school information, relative experiences, skills, accomplishments, and your strengths & weaknesses
- Be ready to answer questions about things that are important to that job, about your personality, and your past successes

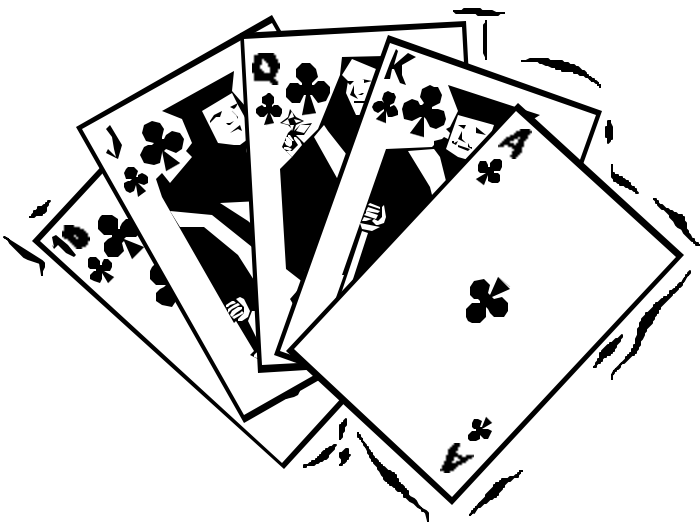
2. Know the Company

3. Bring the Right Materials

- Necessary documents including:
 - ✓ driver's license
 - ✓ photo ID
 - ✓ social security card
 - ✓ school and work records
 - ✓ resume
 - ✓ portfolio
 - ✓ references
- A black ink pen
- Paper to take notes on
- A calendar of your available days and date when you will be available to start work

4. Think About Your Appearance

- Be well rested and alert
- Dress appropriately and be well groomed
- Look like you are excited about the job you are applying for



**Set Yourself Up
With a Winning
Hand!!**

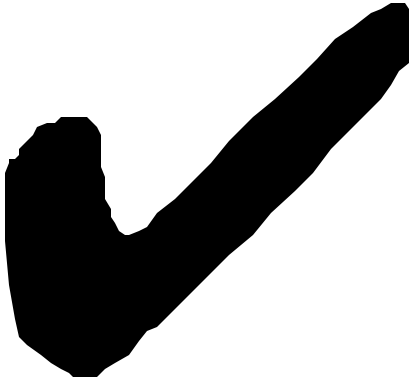
What to Wear?

The first table contains descriptions of different types of clothes and styles. How you dress for an interview and on a job depends on the culture and rules of the organization. Using these descriptions, fill in the table below with what would be most appropriate for the different types of jobs.

Hair	Shirt	Pants/Skirt	Accessories	Shoes	Tattoos & Piercings
Wild &/or Spiky	Button Up with Tie (for men), neatly pressed	Loose Black Cargo (for men)/ Short and/or tight skirt (for women)	Minimal and/or small	Thick Soled and/or large heels	None Showing
Neat and clean	Polo Shirt	Khaki's	Large, bright & noticeable	Dress shoes (pumps or flats)	Don't worry about hiding
Ponytail or pulled back	T-shirts with logos	Dress or suit pants with belt	A few, but not too many	Tennis Shoes	Covered

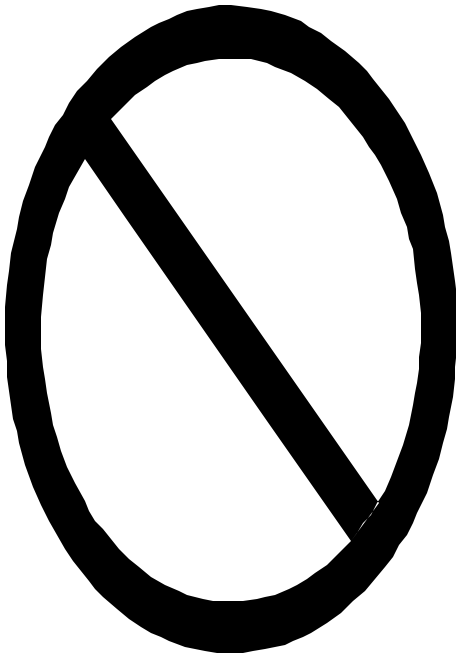
Employer	A Bank	A call center	A record store
Hair			
Shirt			
Pants/Skirt			
Accessories			
Shoes			
Tattoos & Piercings			

Just what IS the employer looking for?



- ✓ on time
- ✓ no biased or emotionally charged responses
- ✓ complete, concise and direct responses
- ✓ appropriate language
- ✓ good eye contact
- ✓ states relevant facts
- ✓ demonstrates good social skills

Common Mistakes



- ✗ poor personal hygiene
- ✗ inappropriate dress
- ✗ criticism of past employers
- ✗ poor attendance history
- ✗ overbearing personality
- ✗ fear of drug tests
- ✗ lack of maturity, interest, confidence, or poise
- ✗ ill mannered
- ✗ makes excuses
- ✗ poor enunciation and grammar
- ✗ overemphasis on money
- ✗ a weak handshake
- ✗ Failure to express gratitude for interviewer's time
- ✗ Indefinite or confusing responses
- ✗ does not ask questions
- ✗ shows no interest in company or industry
- ✗ low moral standards

Interview Do's and Don'ts

Things To DO in an interview

- Be on time or early
- Use a firm handshake and smile appropriately
- Be polite, use proper greeting, have a positive attitude
- Stay interested, alert and enthusiastic
- Smile!
- Keep good eye contact with occasional affirmative nodding of the head
- Build rapport with the interviewer
- Relax and be yourself
- Be honest and realistic
- Sit with hands, feet and arms unfolded, and erect in the chair
- Do not fiddle
- Think before you speak
- Give strong answers and back them up with examples
- Thank the interviewer for their time



Things NOT To DO in an interview



- Chew gum, smoke or eat candy
- Bring a cell phone or pager
- Go with friends or family members
- Ask about salary, vacation time, holidays, etc.
- Sit until offered a chair
- Make derogatory remarks about previous employers or coworkers
- Answer questions with only "yes" or "no" (give open-ended answers)

Things To Do After the Interview

- Debrief yourself
 - ✓ Write down everything you feel you handled right and wrong
 - ✓ Note any information you may need to include in the thank you letter
 - ✓ Note all information that is key when speaking with the interviewer in the future
- Write a thank you letter



Commonly Asked Questions



Traditional Interview

Question's about yourself:

- Tell me about yourself. What are your hobbies and interests?
- What are your major strengths and weaknesses?
- How would you describe yourself? How would a friend describe you? How would your previous employer describe you?
- What motivates you?
- What three accomplishments have given you the most satisfaction and why?
- Have you ever done any volunteer work? Explain.

Questions about your career goals:

- Where do you see yourself in five years?

Questions about your education:

- What classes did you like most in school? Least?
- What activities did you participate in at school?

Questions about your previous experience:

- What did you like most/least about your last job?
- Why did you leave your last job? What have you learned from previous work experience?
- Have you ever spoken before a group of people? Explain.

Questions specific to the company:

- What do you know about this company? Why do you want to work for this company?
- Why do you think you would be a good match for this position?
- What kind of boss do you like to work for?
- What kind of work environment makes you the most comfortable?
- Why should I hire YOU?

Behavior-Based Questions (Situation → Action → Outcome)

- Describe a time when you were faced with problems or stresses in school or at work that tested your coping skills. What did you do?
- Tell me about an experience in which you had to speak up and tell other people what you thought or felt.
- Give an example of a time when you used your fact-finding skills to gain information needed to solve a problem. Tell me how you analyzed the information and came to a decision.
- Describe the most creative project you have completed.
- Discuss a situation during the past year in which you had to deal with an angry and upset customer, coworker, or classmate.
- Describe a project that was difficult for you to lead. What did you do to keep the project on track.
- Give an example of how you contributed in a teamwork environment in school or on the job.
- Describe the most difficult supervisor or teacher you have had and tell me how you dealt with that person.
- What have you learned from your mistakes?
- Do you have any questions?

Illegal

- With whom do you live? Are you married? Do you have any children? What does your spouse do?
- What is your native language? Where were your parents born?
- How tall are you? How much do you weigh?
- Do you need any accommodations to perform the job?
- Have you ever been arrested?
- What organizations or clubs do you belong to?
- Do you own or rent your home?

To Ask

- Does your company encourage further education? Is financial assistance available?
- Please describe the duties involved with the position.
- Can you tell me more about the company?
- Is there a formal training program or on-the-job training?
- Are there plans for this company to expand?
- Have you had layoffs or cut positions in the last three years?
- Do you fill positions from the outside or promote from within first?
- Are there performance reviews? How often?
- To whom would I report?
- What is the next course of action? When should I expect to hear from you or should I contact you?

NOT To Ask

- What is the salary? When can I expect a raise?
- How much vacation do I get? How much sick pay is allowed?
- How long are breaks and lunch?

Test Your Interview Skills

Use the following interview rating forms during an interview to rate how well you do.
You can practice with peers, family members, teachers, etc.

Interviewee: _____

Interviewer: _____

	Poor				Excellent
ATTITUDE					
Polite	1	2	3	4	5
Positive /Enthusiastic	1	2	3	4	5
Confident	1	2	3	4	5
Composed/Relaxed	1	2	3	4	5
COMMUNICATION	1	2	3	4	5
Listened and answered questions appropriately.	1	2	3	4	5
Asked questions.	1	2	3	4	5
APPEARANCE	1	2	3	4	5
Neatness	1	2	3	4	5
Appropriate Clothing	1	2	3	4	5
BODY LANGUAGE	1	2	3	4	5
Posture	1	2	3	4	5
Eye Contact	1	2	3	4	5

Interviewee: _____

Interviewer: _____

	Poor				Excellent
ATTITUDE					
Polite	1	2	3	4	5
Positive /Enthusiastic	1	2	3	4	5
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Listened and answered questions appropriately.	1	2	3	4	5
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APPEARANCE	1	2	3	4	5
Neatness	1	2	3	4	5
Appropriate Clothing	1	2	3	4	5
BODY LANGUAGE	1	2	3	4	5
Posture	1	2	3	4	5
Eye Contact	1	2	3	4	5

Job Seeking and Resources



Job Seeking

☆ Some Things to Think About Before Starting

- ✓ What is your goal? (to find a job that pays _____ or that is located in _____ or in which I can use _____ skills ...)
- ✓ How will you meet that goal? Who would you contact to help you?
- ✓ Have you composed a resume?
- ✓ Do you have a portfolio?
- ✓ Do you have letters of recommendation?
- ✓ Who are potential employers?
- ✓ Who will you contact for an informational interview?
- ✓ What kind of jobs are available?
- ✓ What are the requirements for these positions?
- ✓ Do you have to be 18?
- ✓ Do you require a HS diploma or GED?
- ✓ Where have you applied?
- ✓ Have you followed up with your possibilities?

☆ Job Search Strategies

1. Want ads – need resumes and cover letters
2. Websites/Internet – need electronic resume and cover letters
3. Places – One Stop Centers
4. **Networking – the #1 most effective technique today**
 1. Employment agencies
 2. In-person visits

☆ Networking Know-How

- ✓ Dress professionally
- ✓ Smile
- ✓ Prepare your 30 second infomercial – practice your introduction
- ✓ Have business cards and resumes handy
- ✓ Write thank you notes to contacts
- ✓ Try to meet new people everywhere you go
- ✓ Volunteer!



JOB SEEKING ACTION PLAN

My Goal: _____

PLACES I HAVE APPLIED

Company	Contact	Phone Number	Follow Up Date	Follow Up Date	Follow Up Date

LETTERS OF RECOMMENDATION

Names
1
2
3

REFERENCES

Names
1
2
3

PEOPLE TO CONTACT FOR HELP

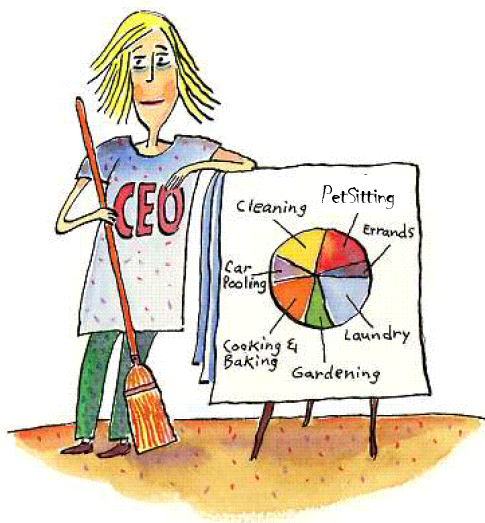
Teachers	Friends / Family	Neighbors	Other

PLACES TO LOOK

Job Fairs	The Internet	Businesses Close to Home	Other

OTHER RESOURCES

One-Stop Center	Career Center	Counselor's Office	Yellow Pages



Youth Self-Employment Promotion Guide

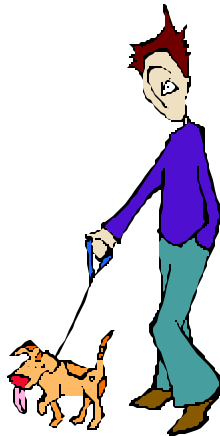
When you are searching for ways to earn money, be creative and think about opportunities for self-employment. The suggestions below are helpful when starting your own domestic employment service.

1. **Always talk with you parents first** before starting any new venture. Please note the following guideline.
2. **The youth employment program discourages and does not recommend going door to door to promote self-employment.**
3. Think about the *skills* you possess that may be useful through odd jobs with friends, families, and neighbors who you and your family are acquainted with.
4. Design and make flyers and homemade business cards to hand out to potential customers for promotion of your business.
5. Use a Job Log to keep track of employers' names, phone numbers, addresses, and jobs you performed. This is helpful when making follow-up telephone calls or visits to inquire about additional jobs.
6. Find ways to *educate yourself* about jobs you would like to perform. Examples: study CPR and take babysitting classes (through Parks and Recreation); check out books from the library on gardening and plant care; learn about taking care of dogs, cats, and other pets. Be able to intelligently discuss the type of work you would like to perform.
7. Always ask that a parent/guardian or appointed adult family member go with you when interviewing and negotiating your job tasks and pay.
8. You are encouraged to use the Work Agreement on the next page when negotiating your job and wages.

Some Job Suggestions



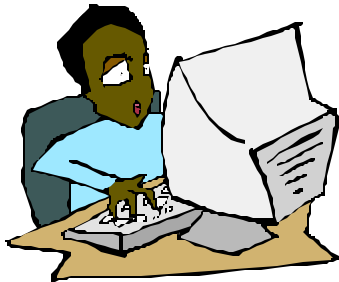
BABYSITTING



WALKING
THE DOG



MUSIC LESSONS



DATA ENTRY



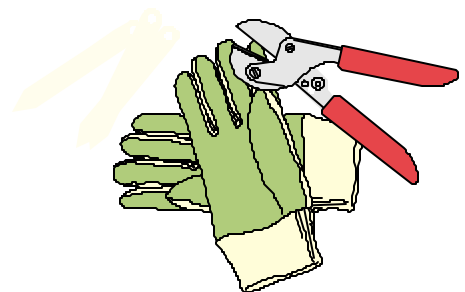
HOUSEKEEPING



TUTORING



DOING LAUNDRY



GARDENING/
LANDSCAPING

Youth Employee / Employer Agreement

(Please print except for signatures)

Date: _____

Service Provider Name (The Youth): _____

Employer: _____ Phone: _____

Address: _____ City: _____ State: _____ Zip: _____

Job Description:

Time Allowed For Job:

Days: _____ Hours: _____

Projected Start Date: _____ Projected Finish Date: _____

Financial Agreement / Fee for Service:

Payment by the Hour: _____ (Wages or N/A)

OR

Payment by the Job Assignment: _____ (Wages or N/A)

Signatures of Above Named Individuals and a Parent/Guardian:

Youth Employee Signature

Employers Signature

Parent Signature

DISCLAIMER: This agreement is solely for the purpose of establishing a clear description of tasks to be performed by youth "employee"; the amount of time expected to perform tasks; and the fee to be given by "employer" to "employee" that both parties agree is reasonable for said tasks. It is in no way to be considered a legally binding contract between the two parties.

What Do I Have? What Do I Need?

	<i>Done</i>	<i>Partially Done</i>	<i>Need</i>	<i>Don't Need</i>
Be More Positive				
Portfolio				
Assessment of Strengths and Skills				
List of Networking Contacts				
Attend a Career Fair				
Find a Mentor				
Get more involved in community / club activities				
Improve my communication skills				
Do a mock interview with a friend or family member				
Improve my handwriting				
Improve my writing skills				
Volunteer				
Job Shadow someone for a day				
Conduct an informational interview with someone in a position that interests you				
Meet with a career counselor				
Polish my image				
Create a resume				
Create business cards				
Research jobs on the Internet or at the library				



Jobs For Valley Youth FACT SHEET

Education and Training

SCHOOL	NAME	ADDRESS	CITY, ZIP	YEARS ATTENDED
High School				
College				
College				
Other				

Employment Record

Company Name	Telephone
Address (including city, state, and zip)	Employment Dates (mm/yyyy) From To
Name of Supervisor Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities	Reason For Leaving

Company Name	Telephone
Address (including city, state, and zip)	Employment Dates (mm/yyyy) From To
Name of Supervisor Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities	Reason For Leaving

Company Name	Telephone
Address (including city, state, and zip)	Employment Dates (mm/yyyy) From To
Name of Supervisor Telephone	Hourly Rate of Pay Start Final
Job Title and Responsibilities	Reason For Leaving

References *(List three references other than relatives or former employees.)*

Name: _____ Address: _____ Phone: _____

Name: _____ Address: _____ Phone: _____

Name: _____ Address: _____ Phone: _____

Skills

Typing _____ wpm Data Entry _____ wpm Shorthand _____ wpm

Calculator/Adding Machine by touch? Yes No

Computer Skills:

Word Processing _____ Spreadsheet _____

Internet _____ Other _____

Why You Don't Get Hired

- Ask no questions about the job
- Complain about length of application
- Criticize past employers
- Expect too much
- Extreme hairstyle, jewelry, or makeup
- Failure to look interviewer in the eye
- Fear of drug tests
- Inappropriate language
- Inappropriate dress
- Lack of Confidence
- Lack of interest and enthusiasm
- Lack of courtesy
- Late to interview without a good reason
- Marked dislike for school
- No interest in company
- Overbearing personality (know it all)
- Poor personal hygiene
- Talk too much
- Too pushy
- Unwilling to start at the bottom
- Weak handshake

Internet Resources

Websites by Category

Career Assessments

www.edonline.com/collegecompass/carhlp2.htm
www.pathwaysonline.com/sifter/default.asp
www.jobhuntersbible.com/counseling/counseling.shtml
www.myfuture.com/career/interest.html
www.ncsu.edu/careerkey
www.advisorteam.com/user/ktsintro.asp
www.stats.bls.gov/k12/html/edu_over.html
www.ade.az.gov/cte/azcrn

Career Exploration

www.bridges.com
www.careertalk.com
www.careerzone.com
www.salary.com
www.tutorials.com

Information on Applications, Cover Letters, and Resumes

www.jobsmart.org/tools/resume
www.princetonreview.com/cte
www.resume.monster.com
www.evergreen.edu/user/sass/career

General Search Engines (good for employment info)

www.geocities.yahoo.com
www.hot100.com
www.lli.org
www.wa-wbl.com
www.doleta.gov/youth_services/yocorner/index.cfm

Volunteer Sites

www.volunteerphoenix.org

Job Search Sites

www.jobing.com	www.dbm.com/jobguide
www.ajb.dni.us	www.jobhuntersbible.com
www.azcentral.com/class	www.nps.gov/training/current.html
www.azstarnet.com	www.coolworks.com
www.careerbuilder.com	www.ajb.dni.us
www.careermag.com	www.careerbuilder.com
www.careermosaic.com	
www.ci.phoenix.az.us/onestop.html	